

ARIZONA DEPARTMENT OF HEALTH SERVICES OFFICE OF ASSISTED LIVING LICENSING

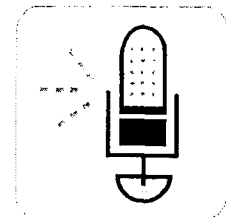
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OFFICE OF ASSISTED LIVING LICENSING

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WELCOME!!!

Welcome to the Office of Assisted Living Licensing's (Office) first provider newsletter!!! We hope to develop and send out a newsletter, to our currently licensed providers, at least two times a year. We hope to include information that is timely and useful. If any provider or community member has any suggestions on what may be

good areas to cover in future newsletters, please send your suggestions to Alan Oppenheim, Program Manager, Office of Assisted Living Licensing.

We anticipate that future newsletters will be able to be sent via e-mail. This is a perfect time to ask if we have your most current e-mail address on file? If not simply

call our main number Phoenix (602)-364-2639, Tucson (520) 628-6965, or e-mail this information to garduna@azdhs.gov and we will ensure your e-mail address is put into our facility database. Please keep in mind your e-mail address will be used only for Department of Health Services information.

FIRE AND DISASTER PREPAREDNESS

As we all know, Arizona is in the middle of the wildfire season. Providers in any wildfire sensitive areas (as well as all providers) should take the opportunity to ensure your "Fire and Safety Requirements" (found in rule R-9-10-717) are current. As important, you should ensure that residents and staff are well aware of your overall plan, including

evacuation procedures and disaster relocation information. You should ensure all required fire drills are up to date and you may wish to increase the number of required drills for extra awareness and preparedness. Although not a requirement of our rules, you may consider having your local fire/disaster

agencies review, be aware of and have input to improve your plans.

Also remember that if you call "211" you will be able to listen to up to date information on any wildfires in your area(s).

For additional information you may visit the following websites:
WWW.fema.gov or
WWW.arizonaredcross.org

TRAINING PROGRAMS/FOR CAREGIVERS

Did you know that the Office of Assisted Living Licensing also regulates, sets rules, investigates and has enforcement capability over Caregiver training programs? This is a very important function of our Office and affects every provider as ALL caregivers (unless there is an exclusion pre 1998 or you employ a licensed nurse as a caregiver) must attend and receive a certificate from an "approved training program". The rules for Assisted Living Training programs are found within your Assisted Living rules under R9-10-724.

Since 2005, a statutory change was enacted that provided our Office with enforcement capability over these training programs. To date, our Office has investigated many training programs, and has taken enforcement actions on the following training programs:

Arizona Desert Rose School for Caregivers, ALTP0058;

Provider entered into a stipulation with the Department to surrender approval for the training program, and not to operate a training program in the state of Arizona in the future. The training program issued some certificates of completion of caregiver and manager training without providing training or verifying that the persons issued certificates demonstrated competency in each level of training; failed to offer opportunities for some individuals receiving training to practice skills on a mannequin or a person; failed to maintain a written instrument for each person receiving training verifying that the trainees demonstrated the specific skills and knowledge in each learning objective for a level of training; and failed to ensure that each person receiving training completed a written

evaluation of the training program and the instructor.

Karen Windish (unapproved training program);

The Department issued a Cease and Desist legal order to the Provider. The Provider provided caregiver training and issued certificates of completion of caregiver training to several persons; however, she did not have Department approval to provide caregiver training, had not applied for Department approval of the training program, and was not an authorized trainer for an approved training program. Please note Ms. Windish has since submitted and received approval for a training program on 5/11/06.

You can find a listing of approved training programs on our website www.azdhs.gov/als/hcb.

ADULT FOSTER CARE

By now, all Maricopa County Adult Foster Care Homes should have received a letter announcing training dates. Adult Foster Care Homes must comply with the Assisted Living rules. The Maricopa County Adult Foster Care Homes are no longer covered by a current delegation and will now be surveyed by

the Office of Assisted Living Licensing. There is no change in the Tucson area.

This training will cover how to complete and submit the renewal application and a brief overview of the Assisted Living rules. If you did not receive a letter or forgot to reserve a date and time, (for one of the

published training dates) please call us at 602-364-2639 and ask for Alex, David or Monica.

WHEN YOU HAVE A QUESTION OR JUST NEED SOME INFORMATION

Did you know that the Office of Assisted Living Licensing has a "SURVEYOR OF THE DAY" on duty every Monday thru Friday (except for holidays) from 8:00am until

5:00pm? Simply call our main number at 602-364-2639 and ask for the "SURVEYOR OF THE DAY". You will be put into contact with a fully trained

Surveyor who can assist you with any question you may have. The Surveyor of the day is also the point of contact for self reports and is the complaint intake person for the Office.

DID YOU KNOW

The Office of Assisted Living Licensing's website address is www.azdhs.gov/als/hcb.

Our WEBSITE is full of valuable information and helpful tools for not only our providers but for the public as well. Just a short list of items that are available are.....

- Current Assisted Living Rules
- Survey tools and Checklists
- Listing of Currently Licensed Assisted Living Facilities
- Listing of Currently Approved Caregiver Training Programs
- 10 Most cited deficiencies
- Links to enforcement actions
- Fingerprinting information

For information on the Department of Health Services many functions please view its own website at, www.azdhs.gov. You will find a "wealth" of information.

Did you know that you can come into our Office and review your or other facilities "public record"? Simply come into our Office and ask for the file you wish to review. You will be able to review the file in the reception area. If you wish to have copies made of any part of the record, there will be a copying charge and in most cases, you will need to give the Office time to make the copies for you. This may mean a return trip, by you, to pick up the copies.

Many providers are asking what the status of the Assisted Living Rules process is. If you go to the following address, www.azdhs.gov/diro/admin_rules/index.htm and "click" on Assisted Living Facilities rulemaking, you will be able to view the latest information.

Did you know the Office sends out a "Customer Satisfaction Survey" to each provider, after a survey is completed? This gives the provider an opportunity to tell us how "we" did. Please take the time to complete and mail this form back to us.

We hope you found our first newsletter to be helpful! Remember we want your input on features etc. you would like to see in future newsletters.

Thank you!

PHOENIX OFFICE

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